

**Before the
Federal Communications Commission
Washington, D.C. 20554**

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| In the Matter of |) | |
| |) | |
| The Use of N11 Codes and Other |) | CC Docket No. 92-105 |
| Abbreviated Dialing Arrangements |) | |

REPLY COMMENTS OF THE UTAH DEPARTMENT OF TRANSPORTATION

The Utah Department of Transportation hereby submits its Reply Comments to the Comments filed to refresh the record regarding reconsideration of the Commission's designation of the 211 and 511 abbreviated dialing codes.

The Utah Department of Transportation launched its Statewide 511 Travel Information Service in December 2001. Utah's system provides real-time traffic and construction information, public transit information, winter road condition information, and ferry information. During the 2002 Winter Olympics in Salt Lake City, the system was also utilized to provide specific traffic and event information during the Games.

Through October 2004, we have received over 950,000 calls to our system. During major winter storm events, we notice a significant increase in call volumes from callers seeking road condition information. Last year during one prolonged storm, we received over 28,000 calls per day.

511 call volumes are continually increasing in Utah from year to year. A recent customer awareness survey revealed that 47 percent of the public is aware of the 511 service and of those that have called the system, 85 percent found the information they were looking for.

Currently, we are making enhancements to our 511 System, the most significant of which will provide real-time light rail transit information and bus schedule information. We are also continuing marketing efforts to increase public awareness of the system.

When implementing 511, the Utah State Legislature passed a law designating the Utah Department of Transportation as the lead agency for 511 in the state and required the Department to cooperate with other agencies interested in participating in the system. Currently, the Utah Transit Authority is a partner on the 511 System.

To date, there have been no issues related to wireless call routing with the exception of one carrier, where on the Utah/Arizona border, Utah's 511 System is accessed from a small portion of Arizona. This issue was worked out through a Memorandum of Understanding between the states.

The Utah Department of Transportation is not aware of any private services offering traveler information prior to the launch of 511, nor are we aware of any current systems that the 511 System may be impacting.

In conclusion, we feel the 511 System is a valuable service provided to travelers within the state of Utah. System usage continues to grow, and we are continuing our efforts to enhance the system. We have not experienced the issues identified by the Petitioners in the state of Utah and, thus, do not support additional rulemaking at this time.

Sincerely,

John R. Njord, P.E.
Executive Director
Utah Department of Transportation